

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Post Office Structure Plan

Docket No. N2012-2

PRESIDING OFFICER'S RULING  
CONCERNING POSTPLAN CUSTOMER SURVEY  
AND INSTRUCTIONAL MEMORANDUM

(Issued July 18, 2012)

During oral cross-examination of witness Day, the Commission asked the Postal Service to indicate when it could provide a draft of the community survey and instructional memorandum that it intends to use when implementing the Post Office Structure Plan (POStPlan). Tr. 1/269-70, 300-01. In response, the Postal Service has indicated that it intends to provide drafts of the customer survey and instructional memorandum by July 31, 2012 and August 10, 2012, respectively.<sup>1</sup> This proposed schedule is problematic.

According to witness Day's written testimony, the Postal Service intends to begin distributing community surveys in September 2012 and to begin holding community meetings soon thereafter. USPS-T-1 at 21. Under the Commission's procedural schedule, briefs are due on July 20, 2012 and reply briefs are due on July 27, 2012.<sup>2</sup> Thus, the Postal Service's proposed schedule would deprive participants of the

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<sup>1</sup> Responses of United States Postal Service to Questions Posed During Oral Cross-Examination of Witness Day, July 13, 2012, at 2.

<sup>2</sup> Order No. 1361, Notice and Order Concerning the Postal Service's Request for an Advisory Opinion on its Post Office Structure Plan, May 31, 2012, at 7.

opportunity to review and comment on the draft customer survey and instructional memorandum in their briefs. If the Commission were to postpone the briefing schedule to permit participants an opportunity to review and comment on drafts, in all likelihood the Commission would not be able to issue an advisory opinion until after community surveys have begun to be distributed and community meetings held. Neither alternative is desirable.

In order to ensure that participants have a meaningful opportunity to review and comment upon the draft customer survey and instructional memorandum, and in order to ensure that the Commission provides the Postal Service with advice that is reasonably timely, the Commission urges the Postal Service to use every effort to produce drafts of both the customer survey and the instructional memorandum as soon as practicable, but no later than July 25, 2012. Comments may then be included in participant reply briefs.

Nanci E. Langley  
Presiding Officer